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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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21967 7590 02/16/2011 HUNTON & WILLIAMS LLP INTELLECTUAL PROPERTY DEPARTMENT 1900 K STREET, N.W. SUITE 1200 WASHINGTON, DC 20006-1109				
EXAMINER CAMPBELL, KELLIE L				
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

10/501,973

Applicant(s)

SCHICKLER, JOHN F

Examiner

KELLIE CAMPBELL

Art Unit

3691

Period for Reply -- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 13 January 2011.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-8, 10-15, 17-21 and 23-58 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-8, 10-15, 17-21 and 23-58 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftperson's Patent Drawing Review (PTO-946)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

DETAILED ACTION

1. The following is a non-final Office action on the merits in response to the request for continued examination filed January 13, 2011. No claims are added. Claims 1, 10, and 17 are amended. Claims 9, 16, and 22 are cancelled. **Therefore, Claims 1-8, 10-15, 17-21, and 23-58 are pending and examined below.**

Continued Examination Under 37 CFR 1.114

2. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on January 13, 2011 has been entered.

Response to Amendment

3. Applicant's amendments to the claims are sufficient to overcome the 35 U.S.C. 112, second paragraph rejections set forth in the prior Office action. The rejections are withdrawn. However, upon further reconsideration new grounds of rejection are established in the instant Office action.
4. Applicant's amendments to the independent claims are sufficient to overcome the 35 U.S.C. 101 rejections set forth in the prior Office action. The rejections are withdrawn.
5. Applicant's amendment to Claim 23 is sufficient to overcome the objection set forth in the previous Office action. The objection is withdrawn.

Response to Arguments

6. Applicant's arguments filed September 16, 2010 have been fully considered but they are not persuasive with regard to the art rejections.

7. Applicant argues the following regarding 35 USC § 112, second paragraph: "The Office Action rejects claims 1-58 under 35 U.S.C. § 112, second paragraph, as allegedly being indefinite for failing to particularly point out and distinctly claim the subject matter which Applicant regards as the invention. See Office Action, pages 4-5. More specifically, the Office Action asserts that claims 1-58 "each recite conditional language and/or statements of intended use." Id. Furthermore, the Office Action asserts that "Applicant should positively recite intended method steps and remove instances of intended use when Applicant is trying to provide claim scope." Id. Applicant respectfully disagrees for at least the following reasons.

As a courtesy, the Office Action "highlighted the problematic language in underlined boldface."

Id. The highlighted language only includes the following terms: (1) provides; (2) enabled; and (3) allowing. These terms as recited in the present claims, however, are not conditional or statements of intended use. For example, claim 1 recites in pertinent part "providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database." The term providing is not conditional or a statement of intended use. Indeed, none of the terms highlighted as "problematic" are conditional or statements of intended use. Accordingly, Applicant respectfully requests that the rejection to claims 1-58 under 35 U.S.C. § 112, second paragraph, be withdrawn".

Examiner respectfully disagrees. Due to the length of the claims and the numerous instances of claim language that is non-limiting, Examiner tried to summarize issues in the claim language and enlist Applicant's assistance in furthering the prosecution of the case. Examiner

withdraws the previous rejection under 35 USC 112, second paragraph and now lists the rejections separately for clarification.

8. Applicant argues the following: Office Action rejects claims 1-58 under 35 U.S.C. § 101 as allegedly being directed to non-statutory subject matter. See Office Action, pages 5-6. However, the Office Action also asserts that "Applicant's amendments to the independent claims are sufficient to overcome the 35 U.S.C. 101 rejections set forth in the prior Office Action." See Office Action, page 2. Accordingly, Applicant respectfully requests that the rejection to claims 1-58 under 35 U.S.C. § 101 be withdrawn.

Examiner agrees and the rejection is withdrawn.

9. Applicant argues that Claim 1, as amended, recites in pertinent part "compiling ... a computer accessible database, said database ... containing the original equipment manufacturer's standard form for a warranty claim ... wherein a single code number is used in the database to associate each vehicle part to the original equipment manufacturers standard repair time for the corresponding vehicle part, the proper failure and cause codes required by the original equipment manufacturer for the corresponding vehicle part, and the original equipment manufacturer's standard form for a warranty claim for the corresponding vehicle part and that neither Li nor Anderson, taken alone or in combination, teaches or suggests these limitations.

10. Examiner respectfully disagrees. As best understood by Examiner, Applicant is mischaracterizing the references and construing the claim language too narrowly. In the absence of an express and deliberate definition, Examiner takes the broadest reasonable interpretation that the original equipment manufacturer's standard form as can exist as any part of any type of media including electronically as part of a webpage or web pages. Anderson teaches an electronic oem standard form for a warranty claim (¶32). Li discloses wherein a

single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for a part, and is used by the computer program to link these to the proper failure and cause codes required by the original equipment manufacturer for the part (see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.)

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

Further, in response to applicant's argument that Li and Anderson fail to teach or suggest "wherein a single code number is used in the database to associate each vehicle part to the original equipment manufacturers standard repair time for the corresponding vehicle part, the proper failure and cause codes required by the original equipment manufacturer for the corresponding vehicle part, and the original equipment manufacturer's standard form for a warranty claim for the corresponding vehicle part Examiner notes that this is an intended use recitation ("single code number is used in the database to") and therefore does not limit the scope of the claim or the claim limitation. A recitation of the intended use of the claimed invention must result in a structural difference between the claimed invention and the prior art in order to patentably distinguish the claimed invention from the prior art. If the prior art structure is capable of performing the intended use, then it meets the claim.

11. Anderson, paragraph 32. Indeed, paragraph 32 completely fails to even mention an original equipment manufacturer's standard form, let alone, % computer accessible database ... containing the original equipment manufacturer's standard form for a warranty claim," as presently claimed. Accordingly, Applicant respectfully submits that the applied references fail to teach or suggest % computer accessible database ... containing the original equipment manufacturer's standard form for a warranty claim," as presently claimed.

Examiner respectfully disagrees. See arguments above, particularly regarding the fact that the oem standard form in Anderson exists electronically.

12. Applicant argues that the applied references fail to teach or suggest "wherein a single code number is used in the database to associate each vehicle part to the original equipment

manufacturers standard repair time for the corresponding vehicle part, the proper failure and cause codes required by the original equipment manufacturer for the corresponding vehicle part, and the original equipment manufacturer's standard form for a warranty claim for the corresponding vehicle part," as presently recited in claim 1.

13. Examiner respectfully. See arguments above.

14. Applicant argues that Li and Anderson fail to teach or suggest associating items with a single code, let alone "wherein a single code number is used in the database to associate each vehicle part to the original equipment manufacturers standard repair time for the corresponding vehicle part, the proper failure and cause codes required by the original equipment manufacturer for the corresponding vehicle part, and the original equipment manufacturer's standard form for a warranty claim for the corresponding vehicle part."

Examiner respectfully disagrees. See arguments above.

15. Applicant argues that Claims 10, 17, and 23 contain similar recitations as claim 1 and are allowable for at least similar reasons as discussed above regarding claim 1. Claim 10, as amended, recites in pertinent part "compiling ... a computer accessible database ... containing the original equipment manufacturer's standard form for a warranty claim ... wherein a single code number is used in the database to associate each vehicle part to the original equipment manufacturers standard repair time for the corresponding vehicle part, the proper failure and cause codes required by the original equipment manufacturer for the corresponding vehicle part, and the original equipment manufacturer's standard form for a warranty claim for the corresponding vehicle part." Claim 17, as amended, recites in pertinent part "compiling ... a computer accessible database ... containing the original equipment manufacturer's standard form for a warranty claim ... wherein a single code number is used in the database to associate each vehicle part to the original equipment manufacturers standard repair time for the

corresponding vehicle part, the vehicle system containing the corresponding vehicle part, the proper failure and cause codes required by the original equipment manufacturer for the corresponding vehicle part, and the original equipment manufacturer's standard form for a warranty claim for the corresponding vehicle part, and the bills of material for the vehicle containing the corresponding vehicle part." Claim 23 recites, in pertinent part "where each part is linked to items of information related to that part via a single code linked to that part and to the items of information related to that part." As discussed above with respect to claim 1, the applied references fail to teach or suggest these limitations.

Examiner respectfully disagrees. See arguments above.

Claim Rejections - 35 USC § 112

16. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

17. **Claims 1-58 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.**

18. **As per Claims 1, 10, 17, 23, they each recite "providing".** This recitation is vague and indefinite because it only suggests an action and does not require an action to be performed. Claim scope is not limited by claim language that suggests or makes optional but does not require steps to be performed, or by claim language that does not limit a claim to a particular structure. See MPEP 2106. Clarification is required.

19. **As per Claims 2, 3, 11, 12, 18, 19, 29, 30, 43, and 49**, they each recite "is enabled".

This recitation is vague and indefinite because it only suggests an action and does not require an action to be performed. Claim scope is not limited by claim language that suggests or makes optional but does not require steps to be performed, or by claim language that does not limit a claim to a particular structure. See MPEP 2106. Clarification is required.

20. **As per Claim 4, 7, 14, 32, 33, 34, 36, 37, 39, 40, 41, 46, 47**, they each recite "provides"

This recitation is vague and indefinite because it only suggests an action and does not require an action to be performed. Claim scope is not limited by claim language that suggests or makes optional but does not require steps to be performed, or by claim language that does not limit a claim to a particular structure. See MPEP 2106. Clarification is required.

Claim Rejections - 35 USC § 101

21. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

22. **Claims 1-58 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.**

23. **As per Claims 1, 10, 17, 23**, they directed to the computer-implemented method comprising the steps of "compiling" and "providing", ". In order for a process to be considered statutory under 35 U.S.C. §101, the claimed process must satisfy the "**machine or transformation test**"; that is the process must either: (1) be tied to a particular machine or apparatus or (2) transform a particular article to a different state or thing. In re Bilski, 545 F. 3d 943, 88USPQ2d 1385 (Fed. Cir. 2008). In response to input from neither of these requirements is met by the claim, the method is not a patent eligible process under 35 U.S.C. §101 and is

non-statutory subject matter. The method steps of Claims 1, 10, 17, 23 are not tied to a machine or apparatus and do not involve transforming an article into a different state or thing. Applicant's claim is not drawn to patent-eligible subject matter because it fails the "machine or transformation test". Therefore, Claim 1, 10, 17, 23 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

24. **As per Claims 2-9, 11-16, 18-22, 24-58**, they each depend either directly or indirectly on Claims 1, 7, 10, 17, and 23 and do not cure the deficiencies set forth above. Therefore, Claims 2-15 are also rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Claim Rejections - 35 USC § 103

25. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

26. **Claims 1-58 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 6,609,050 to Li (hereinafter Li) in view of U.S. Patent Application No. 2002/0091706 to Anderson et al. (hereinafter Anderson).**

27. **As per Claim 1**, Li discloses a computer-implemented method of preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

compiling, using a computing apparatus, a computer accessible database, said database listing a plurality of vehicles on which warranty claims are prepared for a user, listing

all parts for each vehicle so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part listing the proper failure and cause codes required by the original equipment manufacturer for each such part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text);

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **providing** a listing of vehicle parts for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database, **providing** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user that indicates a particular part, **providing** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original

equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

Li discloses wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for a part, and is used by the computer program to link these to the proper failure and cause codes required by the original equipment manufacturer for the part (see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.)

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including

but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

28. **As per Claim 2**, Li discloses the computer-implemented method as set forth in claim 1, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is **enabled** to search for information associated with a particular vehicle by inputting said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

29. **As per Claim 3**, Li does not expressly disclose the computer-implemented method as set forth in claim 1, wherein the vehicles are indexed in the database using a vehicle

identification number assigned by the user such that the user is **enabled** to search for information associated with a particular vehicle by inputting said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

30. **As per Claim 4**, Li discloses the computer-implemented method as set forth in claim 1, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems, the program **provides** a listing of such systems in response to input from the user that indicates a particular vehicle, and the program **provides** a listing of parts in a vehicle system in response to

input from the user that indicates a particular vehicle system (Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text)

31. **As per Claim 5**, Li discloses the computer-implemented method as set forth in claim 1, wherein the computer program further prepares a work summary based on the aforesaid information (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-No. 91 and related text).

32. **As per Claim 6**, Li discloses the computer-implemented method as set forth in claim 1, wherein the program stores the warranty claim and the information used in developing the warranty claim in a computer file (see Figures 1-6 and related text—*Examiner notes that the figures show databases for storage of vehicle and warranty claim information*; Column 1, Lines 65-67 through Column 2, Lines 1-7, In accordance with the teachings of the present invention, a computer-based warranty administration system with a dialog manager is provided for collecting service information regarding a vehicle from a user. The system also preferably has a case based reasoning module for analyzing the service information to determine a diagnosis. The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.).

33. **As per Claim 7**, Li discloses the computer-implemented method as set forth in claim 1, wherein said database further includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair

time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

34. **As per Claim 8**, Li does not expressly disclose the computer-implemented method as set forth in claim 1, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that

the database further includes supplier numbers for parts, and said program fully using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

35. **As per Claim 10**, Li discloses the computer-implemented method of preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

compiling, using a computing apparatus, a computer accessible database, said database listing a plurality of vehicles on which warranty claims are prepared for a user listing all vehicle systems for each vehicle so listed, listing all parts for each vehicle system so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part, listing the proper failure and cause codes required by the original equipment manufacturer for each such part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).; and

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **providing** a listing of vehicle systems for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database, **providing** a listing of vehicle parts in that system in response to input from the user indicates a particular system, **providing**, using a computing apparatus, the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **providing** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a

particular part, preparing a work summary based on the aforesaid information (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

Li discloses wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for a part, and is used by the computer program to link these to the proper failure and cause codes required by the original

equipment manufacturer for the part (see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.)

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

36. **As per Claim 11**, Li discloses the computer-implemented method as set forth in claim 10, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is **enabled** to search for information associated with a particular vehicle by inputting said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

37. **As per Claim 12**, Li discloses the computer-implemented method as set forth in claim 10, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that

the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

38. **As per Claim 13**, Li discloses the computer-implemented method as set forth in claim 10, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file (see Figures 1-6 and related text—*Examiner notes that the figures show databases for storage of vehicle and warranty claim information*; Column 1, Lines 65-67 through Column 2, Lines 1-7, In accordance with the teachings of the present invention, a computer-based warranty administration system with a dialog manager is provided for collecting service information regarding a vehicle from a user. The system also preferably has a case based reasoning module for analyzing the service information to determine a diagnosis. The system further includes a repair processing module for administering warranty-specific service based on the diagnosis and the service information.)

39. **As per Claim 14**, Li discloses the computer-implemented method as set forth in claim 10, wherein said database further includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

40. **As per Claim 15**, Li discloses method as set forth in claim 10, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers. However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

41. **As per Claim 17**, Li discloses the computer-implemented method preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

compiling, using a computing apparatus, a computer accessible database, said database listing a plurality of vehicles on which warranty claims are prepared for a user, listing a plurality of vehicle systems for each vehicle so listed, listing all parts for each vehicle system so listed, listing the original equipment manufacturers standard repair time allowed for repair for each such part, listing the proper failure and cause codes required by the original equipment manufacturer for each such part listing all bills of materials for the vehicles, and listing all parts set forth in each of said bills of materials for the vehicles; and

(see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **providing** a listing of vehicle systems for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database, **providing** a listing of vehicle parts in that system in response to input from the user indicates a particular system, **providing** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **providing** a listing of parts for a particular bill of materials in response to input from the user indicates that bill of materials, **providing** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **providing** the original equipment manufacturer's proper failure and cause codes in response to input from the user

indicates a particular part, preparing a work summary based on the aforesaid information (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle; see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

Li does not expressly disclose the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to include the database containing the original equipment manufacturer's standard form for a warranty claim or preparing a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

Li discloses wherein a single code number is used in the database to denote each part and the original equipment manufacturers standard repair time for a part, and is used by the computer program to link these to the proper failure and cause codes required by the original

equipment manufacturer for the part (see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle.)

Li does not expressly disclose also linking the original equipment manufacturer's standard form for a warranty claim for that part.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which provides service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson to also link a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

42. **As per Claim 18**, Li discloses the computer-implemented method as set forth in claim 17, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is **enabled** to search for information associated with a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

43. **As per Claim 19**, Li the computer-implemented method as set forth in claim 17, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that

the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

44. **As per Claim 20**, Li the computer-implemented method as set forth in claim 17, wherein the program can save the warranty claim and the information used in developing the warranty claim in a computer file (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7).

45. **As per Claim 21**, Li the computer-implemented method as set forth in claim 17, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

46. **As per Claim 23**, Li the computer-implemented method preparing an original equipment manufacture warranty claim associated with a vehicle operating on a programmed computer, comprising:

Compiling, using a computing apparatus, a computer accessible database containing information on a group of vehicles, said information including a listing of the vehicles, a listing of parts used in the assemblage of each such vehicle, and items of information including images related to each such part, where each vehicle is linked to the list of parts used in the assemblage of that vehicle, and where each part is linked to items of information related to that part via a single Code linked to that part and to the items of information related to that part (see at least Figures 1, 17, 26, and 27 and related text); and

providing, using a computing apparatus, a computer program for accessing and processing information from the aforesaid database, the program **allowing** the user to search said database and obtain linked database information (see at least Figures 1, 17, 26, and 27 and related text).

47. . **As per Claim 24**, Li the computer-implemented method as described in claim 23, above, wherein said items of information include at least one of original equipment manufacturers' standard repair times allowed for repair of each part, proper failure and cause codes required by the original equipment manufacturer for each part, standard forms for warranty claims for the original equipment manufacturers of each part, official vehicle identification numbers for each vehicle of the group ((see at least Figures 1, 17, 26, and 27 and related text; see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300), user assigned vehicle identification numbers for each vehicle of the group, vehicle systems for each part, bills of materials for each vehicle of the group, supplier numbers for all parts on all bills of materials for any vehicle of the group, vehicle systems for each vehicle of the group, vehicle parts for each vehicle system, and images of any of the aforesaid items.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (§12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

48. **As per Claim 25**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** a listing of vehicle parts for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database (see at least Figure 17 and related text).

49. **As per Claim 26**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** the original equipment manufacturer's standard repair time allowed for

repair in response to input from the user indicates a particular part (see at least Figure 17 and related text); .

50. **As per Claim 27**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figure 17 and related text) .

51. **As per Claim 28**, Li does not expressly disclose the computer-implemented method as set forth in claim 23, wherein the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (¶32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which **provides** service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (¶32).

52. **As per Claim 29**, Li the computer-implemented method as set forth in claim 23, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is **enabled** to search for information associated with a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300). .

53. **As per Claim 30**, Li the computer-implemented method as set forth in claim 23, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle

personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

54. **As per Claim 31**, Li the computer-implemented method as set forth in claim 23, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems (see at least Figures 1, 17, 26, and 27 and related text).

55. **As per Claim 32**, Li the computer-implemented method as set forth in claim 23, wherein the program **provides** a listing of vehicle systems in response to input from the user that indicates a particular vehicle (see at least Figures 1, 17, 26, and 27 and related text).

56. **As per Claim 33**, the computer-implemented method as set forth in claim 23, wherein the program **provides** a listing of parts in a vehicle system in response to input from the user that indicates a particular vehicle system.

57. **As per Claim 34**, Li discloses the computer-implemented method as set forth in claim 23, wherein the computer program **provides** a work summary. (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

58. **As per Claim 35**, Li discloses the computer-implemented method as set forth in claim 23, wherein the program can save a warranty claim and the information used in developing the warranty claim in a computer file for future access, research and tracking (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7).

59. **As per Claim 36**, Li discloses the computer-implemented method as set forth in claim 23, wherein said database includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user that indicates that vehicle (see at least Figures 1, 17, 26, and 27 and related text).

60. **As per Claim 37**, Li discloses the computer-implemented method as set forth in claim 23, wherein the program **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen

depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which **provides** service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

61. **As per Claim 38**, Li discloses the computer-implemented method as set forth in claim 23, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers. However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

62. **As per Claim 39**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** a listing of vehicle parts for a particular vehicle listed in the database in response to input from the user indicates a particular vehicle in the database (see at least Figures 1, 17, 26, and 27 and related text).

63. **As per Claim 40**, Li disclose the computer-implemented method as set forth in claim 24, wherein the program **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part (see Figure 17-324 oil filter 101Mopar; Column 7, Lines 30-37, A work order is entered into the interface, and the standard number of hours and costs associated with performing the work is retrievable from the databases of the present invention so that a standard cost in hours to service the vehicle can be used by service shops throughout the entire country. The work order data is generally shown by reference numeral 324.)

64. **As per Claim 41**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

65. **As per Claim 42**, Li does not expressly disclose the computer-implemented method as set forth in claim 24, wherein the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32, A user may access service and warranty information by using link 320 which leads to a services and warranty screen depicted in FIG. 4. Services and warranty screen 400 may include a plurality of links including but not limited to a service link 410 which **provides** service details, maintenance logs, and any recall information relating to the user's vehicle. Accordingly, a user who is not aware of a product recall on a part of the vehicle may proceed to service link 410 and be apprised of such information. Services and warranty application 400 also includes a warranty link 420. Proceeding through link 420 will provide a user with specific warranty information regarding the user's vehicle. Accordingly, a user need not keep paper records of warranty information, the warranty information being retrievable and accessible on-line.).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

66. **As per Claim 43**, Li discloses the computer-implemented method as set forth in claim 24, wherein the vehicles are indexed in the database using some portion of each vehicle's official vehicle identification number such that the user is **enabled** to search for information associated with a particular vehicle by said portion (see Figure 17 and related text; Column 7, Lines 9-12, With respect to FIG. 17, a service associate can specify a particular vehicle via

keypunching the VIN number or via VIN wireless bar code scanner that prepopulate these data fields as shown by reference numeral 300).

67. **As per Claim 44**, Li discloses the computer-implemented method as set forth in claim 24, wherein the vehicles are indexed in the database using a vehicle identification number assigned by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

However, Anderson teaches a vehicle identification number and personalization of the vehicle information (¶12, Yet still another exemplary embodiment of the invention relates to a vehicle personalization system. The vehicle personalization system includes a communications network, a server computer in communication with the communications network, and a client computer in communication with the communications network. The vehicle personalization system also includes a vehicle personalization database accessible by the server computer, the vehicle personalization database including information for an individual vehicle relating to the customization of the individual vehicle; ¶13, a program running on the server computer, the program configured to provide access to vehicle specific data stored in the vehicle personalization database, based on a vehicle specific identifier provided to the server computer by the client computer).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the vehicles are indexed in the database using a vehicle identification number by the user such that the user is **enabled** to search for information associated with a particular vehicle by said number.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to simplify access to vehicle information.

68. **As per Claim 45**, Li discloses the computer-implemented method as set forth in claim 24, wherein vehicle parts for each vehicle are indexed in the database by vehicle systems (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

69. **As per Claim 46**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** a listing of vehicle systems in response to input from the user that indicates a particular vehicle (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

70. **As per Claim 47**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** a listing of parts in a vehicle system in response to input from the user that indicates a particular vehicle system (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

71. **As per Claim 48**, Li discloses the computer-implemented method as set forth in claim 24, wherein the computer program **provides** a work summary . (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

72. **As per Claim 49**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program can save a warranty claim and the information used in developing the warranty claim in a computer file for future access, research and tracking (see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7.).

73. **As per Claim 50**, Li discloses the computer-implemented method as set forth in claim 24, wherein said database includes a listing of bills of materials for the vehicles and a listing of the parts set forth in each of said bills of materials for the vehicles, and said program **provides** a listing of bills of material for a vehicle in response to input from the user that indicates that vehicle (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

74. **As per Claim 51**, Li discloses the computer-implemented method as set forth in claim 24, wherein the program **provides** parts for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular part (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

75. **As per Claim 52**, Li discloses the computer-implemented method as set forth in claim 24, wherein said database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

However, Anderson teaches supplier parts and original equipment manufacturer's parts (see at least Figure 6D and related text; see at least Figure 4B and related text)

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the database further includes supplier numbers for parts, and said program operates using supplier numbers as well as original equipment manufacturer's numbers.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to make the program easier to use.

76. **As per Claim 53**, Li discloses the computer-implemented method as set forth in claim 1, wherein the computer program automatically posts to a work summary based on the aforesaid information (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases

database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text).

77. **As per Claim 54**, Li discloses the computer-implemented method as set forth in claim 1, wherein the program stores warranty claim and work summary history information used in developing the warranty claim in a computer file (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text; see Figures 1-6 and related text; Column 1, Lines 65-67 through Column 2, Lines 1-7.).

78. **As per Claim 55**, Li discloses the computer-implemented method as set forth in claim 1, wherein said database further includes a listing and images of bills of materials for the vehicles and a listing and images of the parts set forth in each of said bills of materials for the vehicles, and wherein said program **provides** a listing of bills of material for a vehicle in response to input from the user indicates that vehicle, **provides** parts and images for a particular bill of materials in response to input from the user indicates that bill of materials, **provides** the original equipment manufacturer's standard repair time allowed for repair in response to input from the user indicates a particular part, **provides** the original equipment manufacturer's proper failure and cause codes in response to input from the user indicates a particular parts (see at least Figures 1, 17, 26, and 27 and related text; see Figure 28 and related text; Column 8, Lines 46-49, FIG. 28 depicts an user interface whereby multi-media failure code descriptions are provided to the service associate in order to determine what type of problem exists relative to the vehicle).

Li does not expressly disclose that the program prepares a warranty claim on the original equipment manufacturer's standard form for a warranty claim based on the aforesaid information.

However, Anderson teaches a program that prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim (§32).

Therefore, it would have been obvious to a person having ordinary skill in the art at the time the invention was made to modify the invention of Li with the teachings of Anderson so that the program prepares a warranty claim on the original equipment manufacturers' standard form for a warranty claim.

A person having ordinary skill in the art at the time the invention was made would have been motivated to do so in order to prevent the user from having to keep paper records of warranty information as taught by Anderson (§32).

79. **As per Claim 56**, Li discloses the computer-implemented method as set forth in claim 10, wherein the program automatically posts to and stores the warranty claim and the work summary information used in developing the warranty claim in a computer file (see Figure 17 and related text, Column 5, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation.; Figure 2-no. 91 and related text)..

80. **As per Claim 57**, Li discloses the computer-implemented method as set forth in claim 23, wherein the computer program **provides** a work summary, **provides** a vehicle history file, and links to another system for at least one of parts ordering and retrieval (see Figure 17 and related text; Column 7, Lines 24-28, The service history associated with the vehicle independent of who had owned the vehicle (i.e., based upon VIN number) is reviewable by activating button 316. Any type of quality control issues associated with the vehicle is accessible by activating button 320; Column 4, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation. The case based

reasoning module 30 also includes a dialog module 32 for generating case-specific queries based on the symptoms database 90, and the cases database 91.).

81. **As per Claim 58**, Li discloses the computer-implemented method as set forth in claim 24, wherein the computer program posts to a work summary and vehicle history file (see Figure 17 and related text; Column 7, Lines 24-28, The service history associated with the vehicle independent of who had owned the vehicle (i.e., based upon VIN number) is reviewable by activating button 316. Any type of quality control issues associated with the vehicle is accessible by activating button 320; Column 4, Lines 13-18, Data fields for the cases database 91 include summary, keywords, diagnosis, vehicle information, and servicing recommendation. The case based reasoning module 30 also includes a dialog module 32 for generating case-specific queries based on the symptoms database 90, and the cases database 91.).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kellie Campbell whose telephone number is 571-270- 5495. The examiner can normally be reached on Monday through Thursday, 6:30 am to 5 pm est. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Alexander Kalinowski can be reached on 571-272-6771. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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K.C.

/Olabode Akintola/

Primary Examiner, Art Unit 3691